

Certified Quality Management and GRC professional with over 10 years of experience across consulting and the travel industry. Proven track record in leading ISO 9001:2015 implementations, delivering Business Continuity Management Systems aligned with ISO 22301, and executing ERM audits in line with COSO and ISO 31000 frameworks. Experienced in supporting high-impact proposals and serving as a Subject Matter Expert in QMS and travel & tourism engagements across the region. I also bring expertise in service excellence, including assessing service maturity against ISO 23592 and optimizing complaint management systems in line with ISO 10002. Combines technical expertise with a client-focused approach to enhance governance, strengthen risk management practices, and drive sustainable operational improvement.



SKILLS

Quality Management Systems (ISO 9001:2015)

Internal Audit

Risk Management (ISO 31000)

Service Excellence (ISO 23592)

BCMS (ISO 22301)

Policy & Procedure Development

Performance Monitoring (KPIs)

Problem-solving & critical thinking

Project Management Soft Skills

Strong communication & interpersonal skills

Problem-solving & critical thinking

Client service excellence & stakeholder alignment

Training delivery & knowledge transfer

Client Relationship Management



WORK EXPERIENCE

QMS and Risk Senior Consultant

Protiviti

09/2023 - Present

Doha, Qatar

Business, technology, and risk consulting firm.

Achievements/Tasks

Led and supported 15+ high-impact proposals across the region and served as an SME in QMS and Travel & Tourism proposals, delivering tailored solutions and ensuring effective coordination. Additionally, led junior consultants on multiple projects and acted as a buddy and coach for new joiners, supporting their development and achievement of targets.

Project 1: ISO 22301:2019 Business Continuity Management System (BCMS) Implementation – Ministry of Public Health (ongoing)

- Led the BCMS implementation initiative, conducting a comprehensive gap assessment to evaluate current continuity maturity and identify key improvement areas, followed by delivery of targeted awareness workshops to strengthen organizational resilience.
- Developed the BCMS framework and policy, and executed Business Impact Analysis (BIA) across 25 departments, identifying critical functions, dependencies, and recovery priorities.
- Conducting risk assessments for critical processes to identify potential threats and enhance continuity readiness across departments.
- Developing Business Continuity Plans (BCPs) aligned with BIA and risk assessment outputs, and delivering training and awareness sessions to support effective BCMS implementation across the Ministry.

Project 2: ISO 9001:2015 QMS implementation at the Ministry of Communications and Information Technology (Completed)

- Led the ISO 9001:2015 QMS implementation, identifying 30+ gaps and standardizing over 700 policies and procedures.
- Integrated the QMS into daily operations, improving control over documented activities by 40% and fostering a culture of quality and continuous improvement through awareness sessions.
- Coordinated internal audits and management reviews, achieving over 90% issue resolution within 60 days.
- Spearheaded certification readiness efforts, resulting in minimal non-conformities during the readiness audit.

Project 3: Delivered an ERM internal audit for Qatar Stock Exchange, benchmarking against COSO and ISO 31000 standards (Completed)

- Validated the accuracy and completeness of risk registers and ownership of the top 15 strategic risks.
- Designed and executed a customized risk-based internal audit program, incorporating stakeholder interviews and workshops to assess ERM process maturity and risk governance effectiveness.
- Tested the design and operational effectiveness of key controls linked to priority risks, delivering a structured remediation plan with over 90% of agreed actions implemented within two months.

Quality Operations Officer / Business Travel Specialist **SAAD Travel**

08/2019 - 08/2023

Beirut, Lebanon

Travel and Tourism

Achievements/Tasks

Quality Operation and Business Excellence Officer (ISO 9001:2015)

- Played a key role in developing and executing the firm's strategy, ensuring cross-functional alignment and overseeing strategic initiatives across departments such as Events, PR, and social media, while managing teams and coordinating with business units.
- Evaluated service maturity against ISO 23592:2021 Service Excellence and enhanced the complaint management system in alignment with ISO 10002:2018 Quality Management – Customer Satisfaction, improving customer experience and enabling structured, data-driven service improvements.
- Led end-to-end ISO 9001:2015 implementation—from gap analysis and project planning to developing the Quality Manual and standardized procedures—resulting in successful external certification with no major non-conformities and establishing a framework for sustained compliance and continuous improvement.
- Conducted risk assessments, mapped and improved core/support processes, and implemented KPIs and KRIs to enhance process performance and resilience.
- Designed and executed internal audits, ensured > 95% closure of findings within 30 days, and consolidated audit insights to drive data-informed reviews and improvements.

Business Travel and Process Improvement specialist

- Led the implementation of Amex GBT corporate travel accounts, developed SOPs, achieved full onboarding compliance within 3 months, and standardized service processes, reducing errors by 25%.
- Ensured regulatory, partner, and ISO 9001:2015 compliance, supporting 100% audit success, maintaining quality records, improving internal documentation, and achieving over 90% customer satisfaction in post-travel surveys.
- Managed key operational activities, including T&E reporting with under 2% error rate, financial transactions with over 99% accuracy, and group travel bookings with 98% on-time issuance.
- Built strong partnerships with BSP, Amex, and airlines, managed VIP travel services with a complaint rate below 1% and maintained zero SLA breaches over 18 months.

Travel Services Expert **Lifetime Travel**

07/2018 - 07/2019

Beirut, Lebanon

Travel Agency Achievements/Tasks

- Assessed client travel needs and proposed customized leisure and business travel packages.
- Coordinated end-to-end travel arrangements, including ticketing, accommodation, and transportation.
- Resolved complaints and managed refund processes, maintaining a resolution rate of over 95% within 3 working days.

Travel Consultant **Matar Travel**

04/2016 - 06/2018

Beirut, Lebanon

Achievements/Tasks

- Booked, issued, and re-issued tickets using Sabre, Worldspan, Galileo, and Amadeus GDS platforms.
- Delivered full travel consultancy services, contributing to a 20% increase in client retention over one year.

Travel Coordinator **Lettco Travel**

06/2013 - 06/2014

Beirut, Lebanon

Achievements/Tasks

- Communicated with clients via various channels to understand travel needs and provide destination advice.
- Designed customized itineraries, achieving over 85% customer approval rating on proposed travel plans.
- Assisted with transport, visa, and insurance arrangements, ensuring smooth travel experience.



TEACHING EXPERIENCE

Fundamental of Travel Industry / Amadeus / Sabre GDS

Mira Training Center

03/2018 - 07/2018

Beirut, Lebanon

Achievements/Tasks

- Delivered courses on Amadeus and Sabre GDS platforms and introduced students to the fundamentals of the travel industry.
- Trained over 60 students with a course satisfaction rating exceeding 90%, contributing to high exam pass rates and employment readiness.



EDUCATION

Research Masters in Tourism Sciences, Beirut

Lebanese University

2017

Bachelor in Travel and Tourism Management, Beirut

Lebanese University

2015

IATA Diploma

with Distinction

2012



CERTIFICATES

ISO 9001:2015 Lead Auditor, IRCA (2024)
Certified GRC Auditor (GRCA), OCEG (2024)
Certified Integrated Compliance & Ethics Professional (ICEP), OCEG (2024)
Anti-corruption/GBT Information Security, AMEX (2019)

ISO 23592:2021 Lead Implementer, MQA (2026)
Certified GRC Professional (GRCP), OCEG (2024)

Sabre Advanced (2012)



LANGUAGES

Arabic

Native or Bilingual Proficiency

English

Full Professional Proficiency